

NHDOT

Performance Measures Workgroup Charter

Last Updated: April 1st 2015

Purpose

Coordinate Performance Measurements made throughout the New Hampshire Department of Transportation (NHDOT) and establish consistent reporting.

Scope

The Performance Measures Workgroup is established by the Steering Committee and is charged with improving performance measurement and reporting throughout the Department.

Responsibilities

1. Collect a comprehensive inventory of performance measures reported by and on behalf of the department.
2. Understand and document the process to create each performance measure including but not limited to; frequency of measurement, who collects it, who reports it, why it is reported, and if its use is external or internal.
3. Reduce the complexity and processing required to report performance.
4. Identify which measures can be combined or eliminated and recommend relative priorities for all measures.
5. Evaluate the intended messages communicated by the measures and the general understanding of the audience to eliminate potentially confusing metrics and promote or add meaningful ones.
6. Operate a web page that hosts the current agenda of the group, any recommendations made by the group, and any other relevant Performance Measures documents it sees as appropriate.
7. Make recommendations regarding the training of those that collect and report performance data.

Authority

The Performance Measures Workgroup derives authority from the NHDOT Senior Management Committee. The workgroup may make recommendations regarding any aspect of performance measurement and reporting to those responsible for collecting or disseminating data pertaining to NHDOT. Documents and recommendations created by the Performance Measures Workgroup will be available on its webpage. The Workgroup will operate in accordance with the TAM Governance policy document.

Meetings

The Performance Measures Workgroup will meet at the discretion of the Chairperson and/or duly designated representative. Any formal recommendations produced or action items identified at the meetings will be recorded for communication and distribution. Between meetings, information will be shared, discussions will be held, and routine decisions will be made via email.

Performance Measures Workgroup Chairperson

The Chairperson for the group will be appointed by the administrator of AMPS. The responsibilities of the Chairperson include but are not limited to:

1. Propose times and locations for the workgroup to meet.
2. Determine agenda items to be addressed at, and outside of, the workgroup meetings.
3. Facilitate the decision process for making recommendations by the workgroup.

Standing Members

The Performance Measures Workgroup will consist of 8 members from across the Department. Members are to be designated by the Directors of their respective divisions. Membership durations will vary and depend on the performance measures under evaluation by the workgroup.

Current Standing Members:

- AMPS - David Gaylord (Chairperson)
- Finance/AMPS - Miiko Bradley
- Finance - Lynne York
- Aeronautics - Tricia Lambert
- Rail & Transit - Shelley Winters
- Highway Maintenance - Steve Detrio
- Information Technology - Michele Peterson
- Highway Design - Maggie Baldwin
- Bridge Design - Nick Goulas
- Policy & Administration - Alexis Martin

Member Expectations

The overall time commitment of workgroup members is up to 6 hours per month. Workgroup members are expected to attend meetings and to come prepared to those meetings. As a workgroup, members may have assignments that require independent or collaborative work between meetings.

Decision Making

Decision making of the team will be by consensus whether at a meeting or by email polling. If anyone has a concern regarding an email decision, the decision will be postponed until the next workgroup meeting. If consensus cannot be reached within the workgroup the issue may be elevated to the Steering Committee.